

E-01345A-05-0816

ORIGINAL



0000035151

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48273

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Wesley

Mullen

Account Name:

Wesley Mullen

Home: (000) 000-0000

Street:

City:

CBR:

State:

AZ

Zip:

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

11/14/05 Opposed to rate increase. I bit ridiculous in the rate increase since the prices keeps going up. He doesn't get a 20% increase in income how are they allow to do so. This is crazy. The companies should be able to absorb something in return.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/14/05 Comments noted for the record and file with Docket Control under E-01345A-05-0816. Close.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48273

RECEIVED

2005 NOV 15, P 12:53

AZ CORP COMMISSION
DOCUMENT CONTROL

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48300

Date: 11/15/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Cas

Cusimano

Account Name:

Cas Cusimano

Street:

Work: (000) 000-0000

City:

CBR:

State:

AZ

Zip:

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

11/15/05 *****E-01345A-05-0816*****

Opposes the Proposed Rate Case notification he received in the mail. He feels that 20% increase is ludicrous considering retired people like himself on a fix income. It's way beyond the Price Index for cost of living. By the we are captive because we have no alternative company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/15/05 Comments noted for the record. Copies were made and sent to Docket Control to have this opinion Docketed under #E-01345A-05-0816.

End of Comments

Date Completed: 11/15/2005

Opinion No. 2005 - 48300

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48304

Date: 11/15/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jesse R

Beaudion

Account Name: Jesse R Beaudion

Home: (000) 000-0000

Street:

City:

CBR:

State:

AZ

Zip:

Is:

Utility Company. Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

11/15/05 *****E-01345A-05-0816*****

I don't agree with the letter the 20 percent increase is just to high. The raise of wages or the cost of living is not going up 20%. What about the people on fix income what are they doing about it. Who is going to help them. This is unfair to the consumer, he would like for the commissioners to stop this rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/15/05 Comments noted for the record. Copies were made and file with Docket Control. Opinion was docketed under E-01345A-05-0816. Close.

End of Comments

Date Completed: 11/15/2005

Opinion No. 2005 - 48304

file in E-D1375A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48295

Date: 11/15/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Jack

Lemond

Account Name:

Jack Lemond

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Prescott

CBR:

State:

AZ

Zip: 86305

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer states he got the notice about APS asking for a rate increase, and all he could think about was what APS promised when they were building Palo Verde, they promised they would provide free electric service, once this was built. He feels they have lied to the public and the ACC should view their rate case as more lies.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up his comments and place a copy in the docket. CLOSED.

End of Comments

Date Completed: 11/15/2005

Opinion No. 2005 - 48295

File in Dkt No
E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48294

Date: 11/15/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Martin

Gossler

Account Name:

Martin Gossler

Home: (000) 000-0000

Street:

[REDACTED]

Work: (000) 000-0000

City:

[REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Customer is opposed to the 20% rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/15/05 opinion noted and filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 11/15/2005

Opinion No. 2005 - 48294

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48267

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Robert

Purdy

Account Name: Robert Purdy

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85029

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer called to let the Commission know that he is opposed to the proposed 20% rate increase. Customer says everything is going up and he is on a fixed income and just can't afford all the increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I explained the rate application process to him and advised him that I would enter his comments for the Docket in this matter. Customer thanked me for explaining the process to him.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48267

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48290

Date: 11/15/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Cheryl

Bess

Account Name:

Cheryl Bess

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Cave Creek

CBR:

State:

AZ

Zip: 85331

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

E-01345A-05-0816

Customer called to express her opposition to the proposed 20% rate increase. Customer would not be opposed to a much smaller increase but she feels 20% is way too much.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer that I would enter her comments for the record and for the Docket in this matter. Also advised customer how to keep updated as this matter progresses by accessing the Commission website.

End of Comments

Date Completed: 11/15/2005

Opinion No. 2005 - 48290

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 298-2222

Fax: (520) 298-2222

Priority: Respond Within Five Days

Opinion No. 2005 - 48234

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Rosalina

Buechler

Account Name: Rosalina Buechler

Home: (602) 998-8888

Street: [REDACTED]

Work: (602) 998-8888

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 85066

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: (602) 998-8888

Nature of Complaint:

Received the following email:

From: Rosalina Buechler [mailto:[REDACTED]]

Sent: Sunday, November 13, 2005 5:25 PM

To: Utilities Div - Mailbox

Subject: APS

Please don't allow APS to increase our bill. I too have paid the price of 3.50 per gallon of gas. I don't agree with a 20% increase. I work and live in this state and I got a 5% increase in my salary this July. I didn't see the increase on my check because my health insurance went up 6% and my retirement went up 1.6%. If they must go up give them a 2% not a 20%.

Thanks

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following email:

My name is Richard Martinez, Consumer Service Analyst II, with the Arizona Corporation Commission. I have read you Opinion and have entered into our database for the record. I will also have this Docketed (E-0134A-05-0816). Closed.

End of Comments

Date Completed: 11/14/2005

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2005 - 48234

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48301

Date: 11/15/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Hector**

Ortiz

Account Name: Hector Ortiz

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR: [REDACTED]

State: AZ Zip: n/a

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following e-mail to the Commission -

Dear Commission,

I would like the opportunity to speak to someone about the latest request for a 20% hike with an additional increase for April 2006. I have been perplexed at the new rate structure which displays all the different charges and some seem redundant in an effort to charge more under another heading.

It would seem in this season of raising cost coupled with record breaking profits (26 billion) we need leaders who will hold companies accountable for stewardship of their business and not allow them to just pass it on like a tax. Fuel cost are coming down, will APS also lower their rates.

As a concerned voter, Pastor in the community and Father I would like to submit the request for an opportunity to be heard. The new structure of categories is which they can bill us is bad enough, but know an exorbitant hike is a little out of line. A good question that comes to mind is which categories will the hike apply to?

Respectfully Submitted

Hector Ortiz

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/15/2005

Opinion No. 2005 - 48301

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48272

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Dennis W.**

Knorr

Account Name: Dennis W. Knorr

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85053

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following correspondence to the Commission received 11/9/05 -

November 6, 2005

Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, AZ 85007-2996

I am in receipt of a letter from Mr. Jack E. Davis, President and CEO of APS.

This letter tries to explain why APS needs a 20 percent rate increase. It also states that APS has added 300,000 new customers over the past decade.

My concern is that the cost of just the postage alone for this letter would have been \$111,000.00, and that only cover the 300,000 new customers APS has added over the past 10 years.

I have heard that your commission will be looking very hard at the management practices of APS. I think that this letter should serve as one piece of evidence indicating financial mismanagement on the part of Mr. Davis and his staff.

DENNIS W. KNORR

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48272

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48278

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Jesus M.**

Zamora

Account Name: Jesus M. Zamora

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85006

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer copied the Commission on the following correspondence received 11/9/05 -

November 5, 2005

APS
Mail Station 8516
P.O. Box 53999
Phoenix, Arizona 85072-3999

Attn: Mr Jack Davis - President and CEO.

Dear Sir:

I receive your letter yesterday and I have been reading Line by Line and than I have been reading the newspaper and also this morning Newspaper.

All the Price increases that you are requesting. I don't remember the exact date but when you had to replace that giant generator and the Newspaper said that the Customers had to pay for it. Thats like me saying I had a car accident I want you to pay for it.

Than you have a 3 Billion dollar expansion that you want us to pay 20% of it. That's like me saying I am going to build a \$300,000.00 home, APS send me 20% of the Amount. And giving the excuses the Living Expenses went up and its only right that APS pay 20% of it.

Or I am making a \$40,000.00 remodeling on my home, APS send me 20% to pay for it.

Mr. Davis all of this things I have said, sound ridiculous to you, I am pretty sure,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

On this expansion you will be selling more electricity, which means more profits, speaking of Profits, Like the The Oil producer, the newspaper sez those countries have so much money of ours that they don't know what to do. In the meantime, we have to eat hamburger (cheap Meat) cause we cant afford nice steaks. The gasoline retailers are getting 35 cts a gallon and they have always got-ten 12 cts. They are also eating steak and were eating cheap hamburger. By the way the Gasoline is coming down,

The best thing that should be doing, is hire people that know how to operate better, but it seems like everybody is getting greedy and in the meantime the little people like us have to be satisfied cause our politician are letting all of this go bye. What is the matter with you people anyway, your getting worst than the terrorists.

Jesus M. Zamora

Phoenix, Arizona 85006

cc: Arizona Corporation Commission

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48278

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2005 - 48276

Date: 11/14/2005

Complaint Description:

08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Thomas

Taschler

Account Name:

Thomas Taschler

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Sun City West

CBR:

State:

AZ

Zip: 85375

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following correspondence to the Commission received 11/9/05 -

Gentlemen,

Way back in school, I remember that a public utility was restricted to their profit margin but not guaranteed a profit!

Appreciate anything you can do to help the people trying to make ends meet.

Is there a camel + straw story here?

Thanks

Thomas Taschler

November 6, 2005

Mr. Jack E. Davis

Mail Station 8516 P.O. Box 53999

Phoenix, AZ 85072-3999

Dear Supplier,

Thank you for your November 05 letter (see reverse side) explaining why your company needs my \$20.00/mo. To sustain your business.

My Social Security increase in '06 is 4% or \$46.00/month. Right away, medicare will take \$20.00/mo from this increase. I was hoping to use the remaining \$20.00/mo. for gasoline for my car but your letter explained your

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

urgent need for my \$20.00/mo. so I guess I have no choice but to add to your bottom line.

I have been trying to build an infrastructure to meet my needs, in this world of ever increasing costs, but I do not have a customer base to increase my revenue since social security is my main avenue for income.

Again, thank you for your letter and I am looking forward to finding ways to meet your future demands of 1.7% and 5.0%, we must not allow the needs of citizens to override the needs of needy corporations.

Yours truly,
Thomas J. Taschler

P.S. Pardon my use of the back of your letter, it saved me money on stationary.
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.
End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48276

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48275

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Frank

Brouwer

Account Name:

Frank Brouwer

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Tempe

CBR:

State:

AZ

Zip: 85281

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following correspondence to the Commission received 11/9/05 -

Dear Sirs,

I read that APS is requesting to raise consumers' rates by 20%. This includes commercial customers as well as residential customers.

I am both and own and manage a small commercial office building in Tempe where I (the landlord) pay all the utilities.

I cannot imagine a rate increase of 20%.

There is no possibility of increasing my tenants' rental rates by a whopping 20%!

Please, do not approve this (ridiculous) request.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/14/2005

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2005 - 48275

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48279

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Herbert**

Weinberg

Account Name: Herbert Weinberg

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85251

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer copied the Commission on the following correspondence received 11/9/05 -

11/4/05

A.P.S.

Mail Station 8516
P.O. Box 53999
Phoenix, Az. 85072-3999

Attn: Jack E. Davis. Pres & C.E.O.

I received your letter re: your (APS) filing for a 20% increase. Why do people in business constantly think that they should be guaranteed a profit?

I realize that the costs of A.P.S. has gone up-but I am sure you are aware that the costs of living has gone up for all working people. Does that Jack (including your future price increase) mean that if I & everyone else could show the increase cost of just living-not profit or excess spending money decreases-we will get an increase in income?

I would appreciate an answer to this letter.

Herbert R. Weinberg

[REDACTED]
Scottsdale Az 85251

cc to

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Az Corporation Comm.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48279

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48274

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Aaron and Tiffany** **Thibodeaux**

Account Name: Aaron and Tiffany Thibodeaux

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85004

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following correspondence to the Commission received 11/9/05 -

November 7, 2005

Commissioner
Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix AZ 85007-2996

Dear Ms. Mayes:

Regarding the filing for a 20 percent increase by APS: I can understand a small increase such as the 1.7 percent to offset the cost of fuel. I can even understand a five percent increase to assist with the growth of the company but how in the world can they even begin to justify a 20 percent increase?

This is beyond unfair and I hope that you and your board take very careful consideration when deciding on this matter!

Sincerely,

Aaron and Tiffany Thibodeaux
Phoenix, AZ
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48274

file in E-01345A-05-0816
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 893-7776

Fax: (520) 893-7776

Priority: Respond Within Five Days

Opinion No. 2005 - 48236

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Brian

Coley

Account Name:

Brian Coley

Home: (520) 893-7776

Street:

[REDACTED]

Work: (520) 893-7776

City:

Camp Verde

CBR: [REDACTED]

State:

AZ Zip: 86322

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division:

Contact Name:

[REDACTED]

Contact Phone: (520) 893-7776

Nature of Complaint:

Received the following email:

From: Brian Coley [mailto:[REDACTED]]
Sent: Sunday, November 13, 2005 10:25 PM
To: Utilities Div - Mailbox
Subject: APS trying to make us pay for their mismanagement

I read with much chagrin how APS is requesting a 25 percent increase in rates to cover their mismanagement of services over the last year.

There is no justification for this increase based on the reason they are stating as the cause for the increase. The cost of fuel has been increasing steadily for more than a year and should have been budgeted for.

The other stated reason for the increase is because they had to buy power on the open market while their Nuclear Reactors were shut down due to their own malfeasance.

None of these excuses hold an ounce of water. If they had done their required jobs and properly managed and reviewed their operating instructions they could have been avoided.

It is about time that the Corporation Commission and the Attorney General of Arizona investigated APS for fraudulent business practices and attempting to defraud its customers.

Don't grant a defective business a rate increase because they can't manage their business.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Brian Coley
Camp Verde, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following email:

My name is Richard Martinez, Consumer Service Analyst II, with the Arizona Corporation Commission. I have read your Opinion and have entered into our database for the record. I will also have this Docketed (E-0134A-05-0816). Thank you for taking your time and giving us your input in this matter. CLOSED.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48236

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: (602) 233-0555

Fax: (602) 233-0555

Priority: Respond Within Five Days

Opinion No. 2005 - 48283

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Dr. Chesleigh B. Snow**

Account Name: Dr. Chesleigh B. Snow

Home: (602) 233-0555

Street: [REDACTED]

Work: (602) 233-0555

City: Sedona

CBR: chesleigh@sedona.com

State: AZ Zip: 86336

is: [REDACTED]

Utility Company: **Arizona Public Service Company**

Division:

Contact Name: [REDACTED]

Contact Phone: (602) 233-0555

Nature of Complaint:

11-14-05 I received the following e-mail dated 11-10-05:

-----Original Message-----

From: Dr Chet Snow [mailto:chet.snow@sedona.com]

Sent: Thursday, November 10, 2005 6:01 PM

To: Utilities Div - Mailbox

Subject: APS Rate Hikes - We say NO!

Dear AZ Corporation Commission,

We want to protest the recently filed and upcoming proposed rate hikes by the APS company.

My wife and I recently received a letter from this company about these proposed rate hikes.

The letter said the hikes had to be approved by you and so as residents, citizens and consumers in Arizona, we want to register our strong protest over this HUGE rate request, that if all added together, will total over 25% over current rates.

There is NO justification for such a large increase in our electric power costs.

While we could support a modest 10% increase to cover increased fuel costs
- and even that may be too much - we fail to see why we, the consumers, should have to pay for APS' poor management and big company executive bonuses when the APS has done a very poor job of managing its resources over the last several years.

We've been home-owners in Sedona, Arizona, since 1994 at the same address and have seen rate hike after rate hike all with no improvements in service and certainly no capital improvements - you should see the

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

insulation falling into our back garden off the electric lines there!!

Please register this protest and do NOT give in to corporate greed by allowing this big hike to take place.

Sincerely yours,

Dr. Chesleigh B. Snow
Mrs. Benedicte A. Snow

180 E. ...
Sedona AZ 86336

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11-14-05 I replied to the customer with the following e-mail:

Dear Dr.Snow: This is to acknowledge your e-mail dated November 10, 2005 which expresses your opposition to the proposed rate increase by APS. Your e-mailed opinion will be noted for the record in this rate case. The Arizona Corporation Commission appreciates the time that you have taken to provide your opinion in this matter.

11-14-05 I e-mailed the Opinion # to John LaPorta, CONS- PHX. File closed.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48283

file w E-01345A-05-0516

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 258-2556

Fax: (520) 258-2550

Priority: Respond Within Five Days

Opinion No. 2005 - 48238

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Greg

Pentkowski

Account Name:

Greg Pentkowski

Home: (520) 258-2550

Street:

[REDACTED]

Work: (520) 258-2550

City:

Phoenix

CBR: [REDACTED]

State:

AZ Zip: 85078

is: [REDACTED]

Utility Company. Arizona Public Service Company

Division:

Contact Name:

[REDACTED]

Contact Phone: (520) 258-2550

Nature of Complaint:

Received the following email:

From: Greg Pentkowski [mailto:greg.pentkowski@aps.com]
Sent: Sunday, November 13, 2005 7:51 PM
To: Utilities Div - Mailbox
Cc: beyondtheslab@msn.com
Subject: 20% Rate Increase

Honorable Commissioners-----I would like to express my outrage and concern regarding the 20% (plus the future 5%) Rate increase request by Arizona Public Service. Are you kidding me? As if gasoline prices were not enough to put people in the poor house. With the influx of new home buyers into Arizona, I'm sure the future paying customers to APS will more than make up for any excuse that Utility has for raising their rates astronomically high. PLEASE help us ratepayers be able to afford our electric bills and deny this outrageous request from such arrogant Utility owners.

Thank you.---Greg Pentkowski and Family
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following email:

My name is Richard Martinez, Consumer Service Analyst II, with the Arizona Corporation Commission. I have read your Opinion and have entered into our database for the record. I will also have this Docketed (E-0134A-05-0816). Thank you for taking your time and giving us your input in this matter. Closed.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48238

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (602) 998-2222

Fax: (602) 998-2222

Priority: Respond Within Five Days

Opinion No. 2005 - 48239

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Brent**

Turley

Account Name: Brent Turley

Home: (602) 998-2222

Street: [REDACTED]

Work: (602) 998-2222

City: Phoenix

CBR: brent.turley@cc.novis.az.us

State: AZ Zip: 85025

is: F.M.

Utility Company: **Arizona Public Service Company**

Division:

Contact Name: [REDACTED]

Contact Phone: (602) 998-2222

Nature of Complaint:

I received the following email:

From: Brent Turley [mailto:brent.turley@cc.novis.az.us]
Sent: Monday, November 14, 2005 9:43 AM
To: Utilities Div - Mailbox
Subject: APS rate increase

To Whom It May Concern,

I would like to state my opinion to the proposed 20% rate increase proposed by Arizona Public Service. I am totally against and disgusted with the whole proposal. 20% is far too huge of an increase and will severely hurt people that are now struggling to pay their electric bill. I recognize that costs have gone up, but this proposal is way out of line and will hurt many, many people. I propose that you significantly reduce the amount requested by APS. I found it somewhat humorous that APS did not submit a copy of their profits for the last year with the letter they sent to all their customers. Please stop the insanity and refuse to let APS gouge their customers. If fuel costs go down will APS lower their rates? Thanks for listening and for any help.

Brent Turley

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

I emailed the following respond:

My name is Richard Martinez, Consumer Service Analyst II, with the Arizona Corporation Commission. I have read you Opinion and have entered into our database for the record. I will also have this Docketed (E-0134A-05-0816). Thank you for taking your time and giving us your input in this matter. Closed.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48239

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48242

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Juliana

Carter

Account Name: Juliana Carter

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 85025

is: [REDACTED]

Utility Company. Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

-----Original Message-----

From: juliana carter [REDACTED]

Sent: Friday, November 11, 2005 12:51 PM

To: Utilities Div - Mailbox

Subject: Proposed rate increase at APS

I received a letter from Jack Davis, President of APS and was outraged. I am a disabled resident of Arizona who is on a fixed income. How are others like myself suppose to pay our mortgages, food etc... and still at the sametime afford to heat our homes in the coming winter if the price of electricity is going to increase by approximately 30% and not to mention the increase utility expense in the hot summers. More people will die because they cannot afford to cool their homes during the oppressive hot summer weather. Pressure must be put on Congress to insist that oil companies donate these large excess profits to the help the poor pay for needed energy cost. I am in favor of a special tax assessed against these companies which will be put in a reserve to supplement the cost of fuel for the poorest in this country. I have contacted my Senator and recommended that all residents do the same. Please oppose these increases and put pressure on our representatives to enact legislation that will assess oil companies a special tax.

thanks

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Responded with the following email:

My name is Richard Martinez, Consumer Service Analyst II, with the Arizona Corporation Commission. I have read your Opinion and have entered it into our database for the record. I will also have this Docketed (E-0134A-05-0816). Thank you for taking your time and giving us your input in this matter. Closed.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48242

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48243

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Ed

Parker

Account Name:

Ed Parker

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Phoenix

CBR: [REDACTED]

State:

AZ

Zip: 85025

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division:

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

From: Ed Parker [mailto:[REDACTED]]
Sent: Friday, November 11, 2005 3:23 PM
To: Utilities Div - Mailbox
Cc: Ed Parker
Subject: APS Rate Increase

WHAT IN THE SAM-HILL IS GOING ON??? THIS APS RATE INCREASE IS ABSOLUTELY RIDICULOUS!!

It's about time someone with some back-bone starts looking into APS and find out what they are trying to pull!
They use the reason for the rate increase as fuel costs, yet fuel prices are falling.....

We elect commissioners to represent us, if you can't do it then we need to elect someone else in the near future!

Edward G. Parker
Phoenix, Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following email:

My name is Richard Martinez, Consumer Service Analyst II, with the Arizona Corporation Commission. I have read your Opinion and have entered it into our database for the record. I will also have this Docketed (E-0134A-05-0816). Thank you for taking your time and giving us your input in this matter. Closed.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48243

file w E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (509) 888-8888

Fax: (509) 888-8888

Priority: Respond Within Five Days

Opinion No. 2005 - 48244

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Joseph E.**

Blay

Account Name: Joseph E. and Florence E. Blay

Home: (509) 888-8888

Street: [REDACTED]

Work: (509) 888-8888

City: Phoenix

CBR:

State: AZ Zip: 85025

is: [REDACTED]

Utility Company: **Arizona Public Service Company**

Division:

Contact Name: [REDACTED]

Contact Phone: (509) 888-8888

Nature of Complaint:

Received the following email:

-----Original Message-----

From: Beth [REDACTED]
Sent: Friday, November 11, 2005 8:18 PM
To: Utilities Div - Mailbox
Subject: APS proposed price hike

Dear Members of Arizona Corporation Commission:

PLEASE do not approve the proposed rate hike of 20%.

We are already struggling with increased prices for gas. Increases are everywhere.

We are on a limited income and cannot absorb more hikes--especially not one of this magnitude.

Sincerely,
Joseph E. Blay
Florence E. Blay
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following email:

My name is Richard Martinez, Consumer Service Analyst II, with the Arizona Corporation Commission. I have read your Opinion and have entered into our database for the record. I will also have this Docketed (E-0134A-05-0816). Thank you for taking your time and giving us your input in this matter. Closed.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48244

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48246

Date: 11/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Larry**

Mandrell

Account Name: Larry Mandrell

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Glendale

CBR: [REDACTED]

State: AZ Zip: 85308

is: [REDACTED]

Utility Company: **Arizona Public Service Company**

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

-----Original Message-----

From: Larry Mandrell [REDACTED]

Sent: Friday, November 11, 2005 10:31 PM

To: Utilities Div - Mailbox

Subject: APS increase-NO!

Attention:

Brian McNeal Sec. of the AZ Corp Commission Commissioner Gleason Spitzer

Is there some way that we can stop the proposed increase for APS? We teach school and did not even get a pay raise this year and actually received \$800. less in 301 money each or \$1,600. less than last year. Most teachers only get a 1-3% even if they get a raise. With the increase in gasoline which has been very tough on us as we drive 102 miles round trip to school each day, we just cannot afford a 20% increase in our utilities! I know our kids can't either. What do you have to say about the situation?

The gas companies are making a killing in profit the paper says and now the utility company we trust in wants to increase an unbelievable 20%. This is crazy! We work by Palo Verde so don't give me that bull, many of my parents work there. They are not an excuse to gouge the hard working people like the gasoline companies are doing.

Get back to us!


Mrs. Larry mandrell

[REDACTED]

Glendale, Az. 85308

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following email:

My name is Richard Martinez, Consumer Service Analyst II, with the Arizona Corporation Commission. I have read your Opinion and have entered into our database for the record. I will also have this Docketed (E-0134A-05-0816). Thank you for taking your time and giving us your input in this matter. Closed.

End of Comments

Date Completed: 11/14/2005

Opinion No. 2005 - 48246
